

MEMORANDUM FOR Contingency Operations Units

SUBJECT: Standard Operating Procedure (SOP) for LOGCAP and FOB/MKT Dining Facility Operations

1. Purpose. This SOP establishes operational procedures applicable to Contingency Operations for Logistics Civilian Augmentation Program (LOGCAP) and Forward Operating Base (FOB) Dining Facilities for Order; Receipt; Inventory; Storage; Preparation; Serving, and Accountability of Class I.

2. References: Appropriate Regulations, DA Pamphlets, Technical Bulletins, Field Manuals and FRAGOs.

3. Responsibilities.

a. Combined Forces Land Component Command (CFLCC). CFLCC has Title 10 Authority for the AOR. Provides guidance on Class I issues and coordinates with ACES, DSCP and SPV on all Class I operations and end to end (E2E) supply line distribution.

b. Multi National Force – Iraq (MNF-I): MNF-I C-4 establishes sustainment plans, policies, and procedures for operational logistics support and services to sustain joint and coalition forces within the MNF-I area of responsibility and, on order, support the U.S. Embassy-Iraq. The MNF-I C-4 provides Class I operations oversight, policy and recommendations in accordance with appropriate regulatory policy or submit exception to policy to DA G4 through ACES, Ft Lee VA.

c. Multi National CORPS-Iraq (MNC-I): MNC-I coordinates Class I operations for LOGCAP dining facilities and FOBs/MKT sites. Provides review and consolidation of FOBs (Military Operated MKT Sites) Class I documents to CFLCC for order processing and distribution by SPV. Establishes Food Service Team to review, train and ensure COTRs and LOGCAP providers are performing their duties in accordance with regulations and directives. Consolidate headcount (HC) data and provide weekly or every 4 days to CFLCC in accordance with Headcount reporting procedures/SOPs.

d. Army Center of Excellence Subsistence (ACES): ACES is the Executive Agent (EA) for the Department of the Army 21 Day CONOPS Menu and UGR-A Supplemental Menu. ACES provides regulatory policy for Class I operations and accountability for Contingency Operations (CONOPS).

e. Defense Supply Center Philadelphia (DSCP): DLA has designated DSCP as EA for Class I Operations for DOD. DSCP provides Subsistence Prime Vendor (SPV) support to CONOPs area.

f. Unit Commanders: Commander's are responsible for the oversight of the LOGCAP dining facility operations and FOBs/MKT sites. Assign food service personnel to LOGCAP dining facilities to perform both headcount operations and Contract Officer Technical Representative (COTR) responsibilities. COTRs need to be placed on orders from DCMA and perform duties to ensure contract compliance.

g. Contracting Officer Technical Representative (COTR): COTRs are designated on orders by DCMA. COTRs perform food service operations oversight in assigned dining facility ensuring proper headcount, ordering, receiving inventory, storage, preparation and serving operations are in accordance with all regulations and directives. COTRs will validate and sign Headcount Report every four (4) days and validate, initial and date the Monthly Earning and Expenditure every ten (10) days for dining facility account status. Provide required reports to MNC-I Food Service Office and KO on LOGCAP Provider duties and responsibilities and contract

compliance. Efforts should be made to use senior NCO 92G's and 922A WO's in this capacity and to appoint on orders by DCMA. No KBR records will be removed from the dining facility; checks will be performed in the respective dining facility. (See enclosure 1 DCMA DFAC Checklist)

h. Quality Assurance/Performance Evaluators: Performance evaluators are an extension of the COTR's to perform evaluations on the contractor performance. Deficiencies are documented and submitted to the COTR or follow-up and resolution through DCMA. Efforts should be made to use military 92G's in this capacity and appointed on orders.

i. Subsistence Prime Vendor (SPV). SPV provides Class I distribution and order fulfillment in accordance with contract requirements. Current SPV is PWC with SPV platforms/warehouses in Kuwait, Jordan and Turkey supporting OIF.

j. LOGCAP Service Provider: LOGCAP Provider provides contract and management support for all LOGCAP dining facilities and LOGCAP FOB Food Service Operations in accordance with all directives. Performs all duties and requirements in accordance with regulations and other directives within the contract. Responsible for full food service operations to include procedures in ordering, receiving, storing, inventory control and management, prepares and serves Class I in support of authorized patrons.

4. Operational Procedures.

a. Ordering. Follow DSCP Subsistence Total Ordering Receipt Electronic System (STORES) operation procedures utilizing the Stores Order Helper for both LOGCAP and FOB Operation. (See wire diagram enclosure 2 for LOGCAP order flow process. See wire diagram enclosure 3 for FOBs/MKT sites order flow process).

Note 1. LOGCAP Operations: See SPV operating procedures for NIS and Shortage items. In agreement with SPV, they will contact LOGCAP Dining Facilities and will send a substitute list for NIS items for approval by the LOGCAP Provider Manager; Manager will approve or disapprove substitute list and send back to SPV for Order Process.

Note 2. FOBs/MKT Operations: See SPV operating procedures for NIS and shortage items. SPV will provide CFLCC Food Service with substitute list for NIS items. CFLCC will coordinate with MNC-I on these items and any additional items being sent to FOB/MKT Sites for approval. MNC-I will approve or disapprove NIS and any add-on items and send back to CFLCC. CFLCC will coordinate with SPV on substitute items and approval or disapproval of any add-on items.

Note 3. LOGCAP Provider and FOBs will follow the SPV provided order frequency schedule for placing orders.

b. Receipt. SPV will provide both an electronic order invoice to the LOGCAP dining facility and the driver will have an additional copy for ration personnel to account for and sign the receipt for items received. Any missing/short items or items that are spoiled or not fit for consumption will be annotated in accordance with regulatory and TB policy.

c. Fast Pay. Fast Pay is a system used to expedite payment to the SPV. The SPV fills orders and loads trucks according to dining facility order. Once the SPV trucks have departed the warehouse in route to the final destination, SPV will submit invoice to DSCP for payment. Once the STORES Adjusted Detail and signed

dining facility ration invoice are received by DSCP they will be reconciled against Fast Pay invoice and any discrepancies will be adjusted and credit provided by SPV to the government.

Note 1: VETCOM disposition of subsistence. Forms will be filled out and liability for condemnation of Class I will be determined by KO using VETCOM and food service personnel (COTR) information and reports for either credit to the government or government liability and payment made to SPV. SPV will not be held liability for VETCOM determined unfit/ spoiled subsistence if it is a result of military escort or other situations. If the SPV is at fault this will be annotated on the invoice and Fast Pay credit will be accomplished by DSCP for the government. (See enclosure 4, Fast Pay Receipt Procedures For Iraq Only, Dated: 14 July 05).

Note 2: If LOGCAP Provider is found liable for loss of government subsistence, the COTR will provide documentation with VETCOM report with costs for subsistence condemned for KO to submit claim against LOGCAP Provider for reimbursement to government.

d. Inventory. LOGCAP Provider will conduct a 100 percent physical inventory upon receipt of issues and on weekly basis at a minimum. Inventory will be managed in accordance with appropriate directives, regulations and Field Manuals to maintain accountability and prevent loss of subsistence and funds.

e. Storage. LOGCAP and FOBs will maintain adequate storage in accordance with mission requirements and maintain proper rotation and documentation, consistent with good inventory and storage practices for rations received to prevent loss of subsistence.

f. Preparation. LOGCAP and Military Providers will prepare subsistence in accordance with recipe card, SOP or manufacturers instructions. Production Schedule and other subsistence accountability documents will be maintained in accordance with appropriate regulatory policy.

g. Serving. LOGCAP Provider will follow appropriate Armed Forces Recipe Card (TM 10-412) and SOPs for all serving sizes. Additional servings can be provided if requested by diner.

h. Headcount Procedures. These procedures provide a means for capturing the daily headcount by meal for meals consumed in the LOGCAP dining facility operations. Individual signatures are not required, but the headcount will be recorded into different categories as designated on Headcount Register (DA Form X). (See Enclosure 5 for Headcount Flow Process and Enclosure 6 for the Headcount Register Form and directions for completing the form).

(1) DFAC Headcount Register. The headcounter makes a tick mark under the appropriate category as each diner enters the facility.

(a) US Military. The headcounter will count all US military personnel in uniform without looking at their ID. If military personnel are not in uniform, then they must show their ID card before being counted.

(b) Coalition Forces. The headcounter will count all Coalition Force personnel in uniform without looking at their ID card. If coalition personnel are not in uniform, then they must show their ID card before being counted.

(c) DOD/DA Civilians. DOD civilian personnel in uniform can point to their nameplate on their uniform to be identified; otherwise they must show their ID card before being counted.

(d) DOD/DA Contractors. All contractors must show their ID card stating they are a DOD/DA contractor before being counted.

(e) AAFES Personnel. AAFES personnel will show their ID card.

(2) Once the meal is complete or one category is completely filled with ticks, the head counter will start a new form. At the end of the meal, the headcounter will add up the ticks from each category and record the

number on that form for that category. The headcounter will add in any mermite meals the contractor provided under the US Armed Forces column, and make a comment stating the number of mermite meals included in the US Forces total numbers. If a clicker is used to count personnel, then the number from the clicker can be recorded under that category and the remaining space crossed off. The headcounter will add all categories together for a grand total number and then sign to verify the headcount numbers for that form only. The remaining space in each category will be crossed off to ensure no additional tick marks can be recorded. After all forms for that meal have been completed and signed, the headcounter turns them into the DFAC manager.

(3) Headcount Report. This form compiles headcount data for each day and maintains four days of data at a time. A new form will be used every four days. The DFAC manager will enter data from Headcount Register (DA Form X) daily onto Headcount Report (DA Form XX). The COTR will verify and sign the Headcount Report every four days. The headcount report will maintain a running total of headcount for all meals by category, so that the last report for that reporting period will have the grand total of headcount by meal category. (See Enclosure 7 for the Headcount Report Form and directions for completing the form).

(a) The COTR will verify and sign the final monthly report and then forward a copy to MNC-I NLT the 2nd day following the end of the reporting period. The contractor will maintain the original for the DFAC files.

(b) MNC-I will forward a consolidated report to CFLCC NLT the 4th day following the end of the reporting period.

(c) CFLCC will send a consolidated report to the Army G4, ATTN: DALO-SMT NLT the 6th day following the reporting period and send a copy to ACES, Chief CSPD.

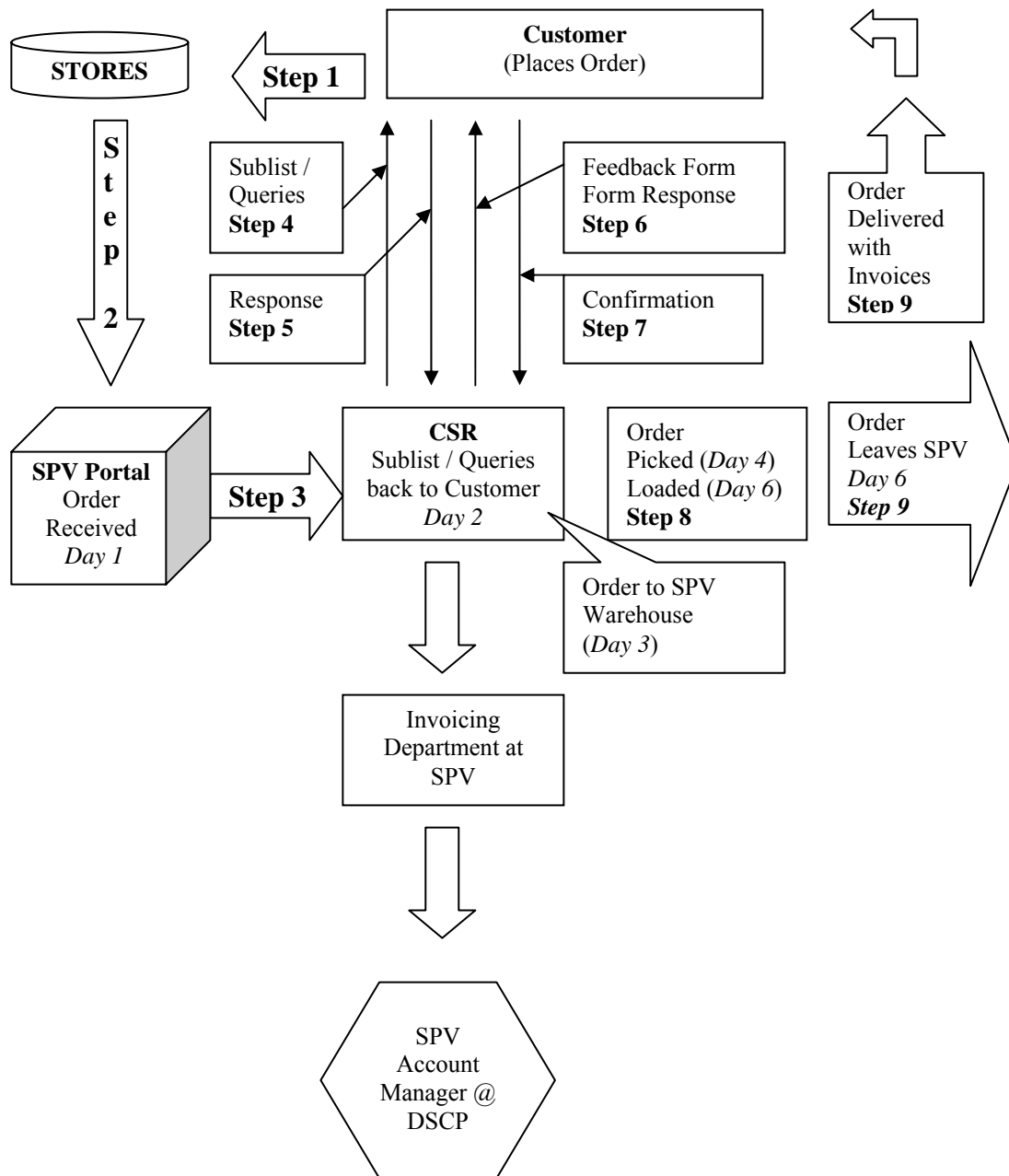
i. Accountability of Class I. This is to provide accountability of rations issued for support of mission requirements for LOGCAP dining facility operations. LOGCAP is considered by regulation to be the same as a garrison operation and account status is a major indicator of efficiency and compliance. These procedures provide a means for the tracking the monthly earnings and expenditures that the DFAC manager uses to report costs. (See Enclosure 8 for accounting flow process).

(1) Monthly Earnings and Expenditures Record. The Monthly Earnings and Expenditures Record (DA Form XXX), is the account card used to track these earnings and expenditures. The DFAC manager maintains this record daily by entering in the headcount data from the Headcount Report and calculating the allowance today and cumulative allowance. The receipts are entered in as issues on the day they are received at the dining facility. The COTR will reconcile the report against the Headcount Report and receipts every 10 days and at the end of the accounting period. (See Enclosure 9 for this form and directions to complete the form).

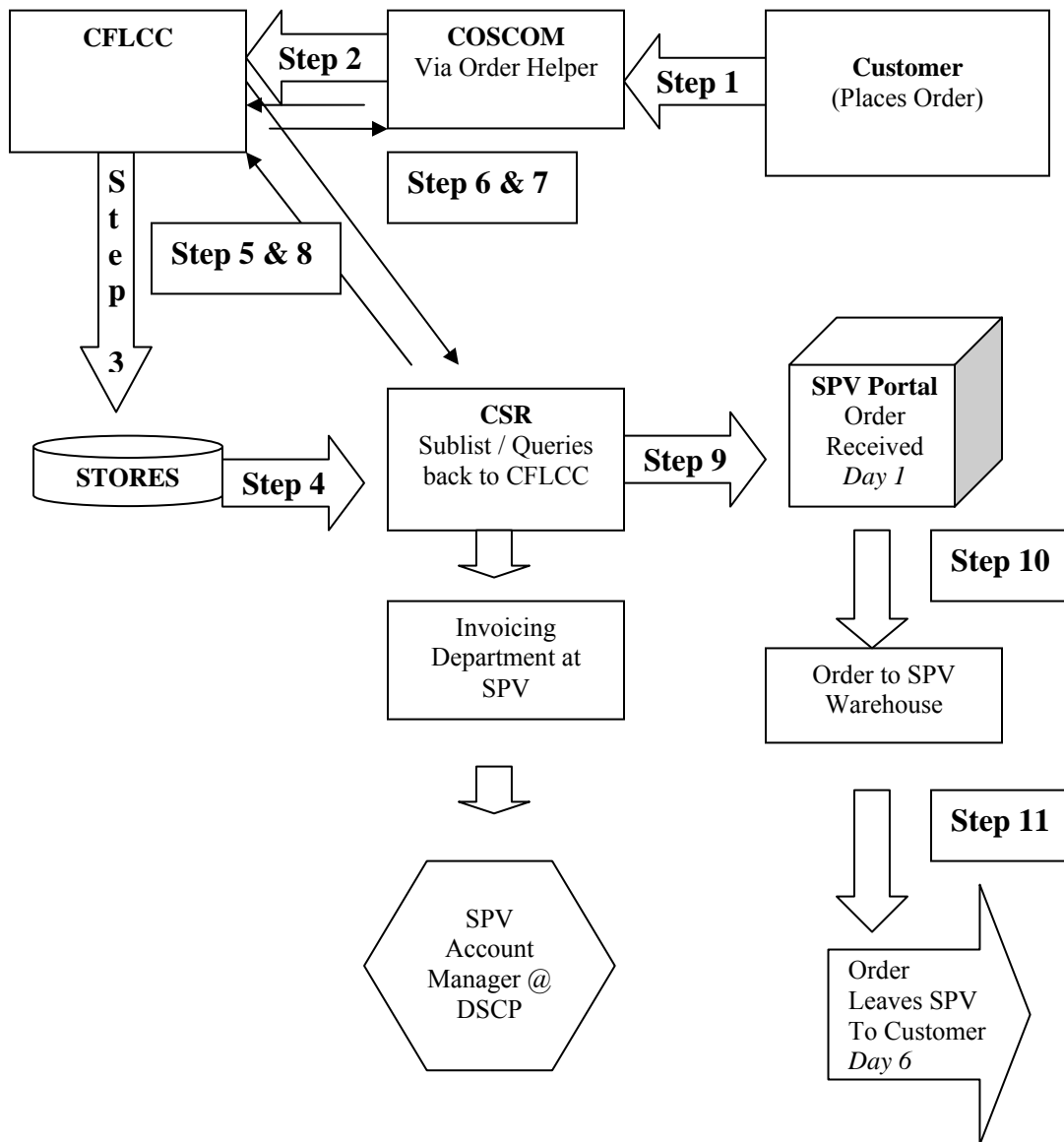
(2) After the record is reconciled at the end of the month, the COTR forwards a copy to MNC-I by the 2nd day after the reporting period. MNC-I will send a consolidated by DFAC roll-up to CFLCC by the 4th day after the reporting period. CFLCC will combine numbers from Kuwait and send their roll-up report to Army G4 and send a copy to ACES, Chief CSPD by the 6th day after the reporting period.

Enclosure 1. DCMA DFAC Checklist

Enclosure 2. DFAC Ordering Flow Process



Enclosure 3. MKT/FOB Ordering Flow Process



Note:

- Step 5 – SPV contact CFLCC on NIS & Sub Items / Add-on Items**
- Step 6 – CFLCC contacts COSCOM on NIS & Sub Items / Add-on Items**
- Step 7 – COSCOM makes decision/recommendation on NIS & Sub Items / Add-on Items**
- Step 8 – CFLCC provides NIS & Sub Item / Add-on recommendation to SPV**

Enclosure 4 – Fast Pay Receipt Procedures

ATSM-CES-OC

14 July 2005

SUBJECT: FAST PAY RECEIPT PROCEDURES FOR IRAQ ONLY

All orders for support in the IZ are normally placed 10 days before the actual RDD.

Although it is the responsibility of the customer to do the STORES receipt, DSCP has agreed to assist the end user with the receipting process. This was initiated because insurgent conditions in the IZ have made it impractical to make timely payment based on evidence of government acceptance, as retrogrades with completed paper work are often delayed returning to PWC. This process is only applicable to purchase orders that do NOT exceed \$500K. All orders exceeding \$500K must be receipted by the customer.

When the trucks are loaded and doors sealed at PWC, it is PWC's responsibility to scan and email to DSCP a copy of the invoice(s) included with the delivery. Upon receipt of the invoice, it is DSCP's responsibility to do the INITIAL RECEIPT for the customer based on the information provided on the invoice.

Upon delivery of the product to the customer, it is PWC's responsibility to have the customer sign the invoice, annotate any changes, and then return in a timely manner a copy of the signed invoice to DSCP to hold on file.

The customer's responsibility is to do any and all RECEIPT ADJUSTMENTS, if necessary, based on the actual product they received at time of delivery. The customer must be aware that depending on the size of the order, there could be several trucks needed for delivery of one specific purchase order. Due to this fact, it might take a day or two to determine if all product ordered has been delivered and in the quantities requested. Before RECEIPT ADJUSTMENTS are completed, it is suggested customers verify all trucks associated with that particular purchase order have been received.

Please be aware, it is very important that RECEIPT ADJUSTMENTS be accomplished both timely and accurately to ensure you are ONLY BILLED for the product you receive.

PLEASE NOTE: On a rare occasion, should you go into STORES to do RECEIPT ADJUSTMENTS and can not find the purchase order that would indicate DSCP has not completed the first time receipt. It is suggested you do the FIRST TIME/PENDING RECEIPT making all necessary quantity inputs based on product delivered. QUANTITY ORDERED IS NOT ALWAYS THE QUANTITY DELIVERED! Please make sure the quantity you receipt is accurate.

Additionally, to ensure the customer is rarely in a NIS situation, a substitution policy has been put in place. An automatic substitution list has been established by the Theater Food Advisor for some items; however PWC will notify the DFAC on occasion to ask if an item can be used for substitution. When an item is sent as a substitute, it should not be added to your original STORES order. Substitute items are listed on a separate invoice using a different contract/catalog number and are receipted by an Army LNO against a different purchase order number. If you add lines to your initial purchase order, or receipt an amount against an item with a LSN different than the item you originally ordered, you could be double billing for the product. If the quantity on an original purchase order line shows a "0" as quantity shipped, please make sure you receipt for "0" and do NOT add a quantity on that line for a delivered substitute item.

When you receive an order that your DFAC placed in STORES it is YOUR responsibility to do either the receipt and/or receipt adjustments. Should you realize you do not have the storage availability for all the product you ordered and choose to pass it all or a portion of it to another DFAC (cherry picking), it is still your

Enclosure 4 – Fast Pay Receipt Procedures (Cont.)

responsibility to do the receipt or receipt adjustments for the entire delivery based on what is actually on the delivery vehicles. Product can not be returned to PWC.

If you have any questions or concerns, please do not hesitate to let me know. My email address is Joan.Hewes@dla.mil

RECEIPT PROCEDURE OUTLINE

PWC RESPONSIBILITIES

- Receive orders via STORES, load and seal trucks to meet RDD
- Include Copy of Invoices with every delivery
- Scan and Email delivery invoices to DSCP
- Ensure customers sign invoices and annotate any adjustments
- Return copy of signed invoice to DSCP to hold on file

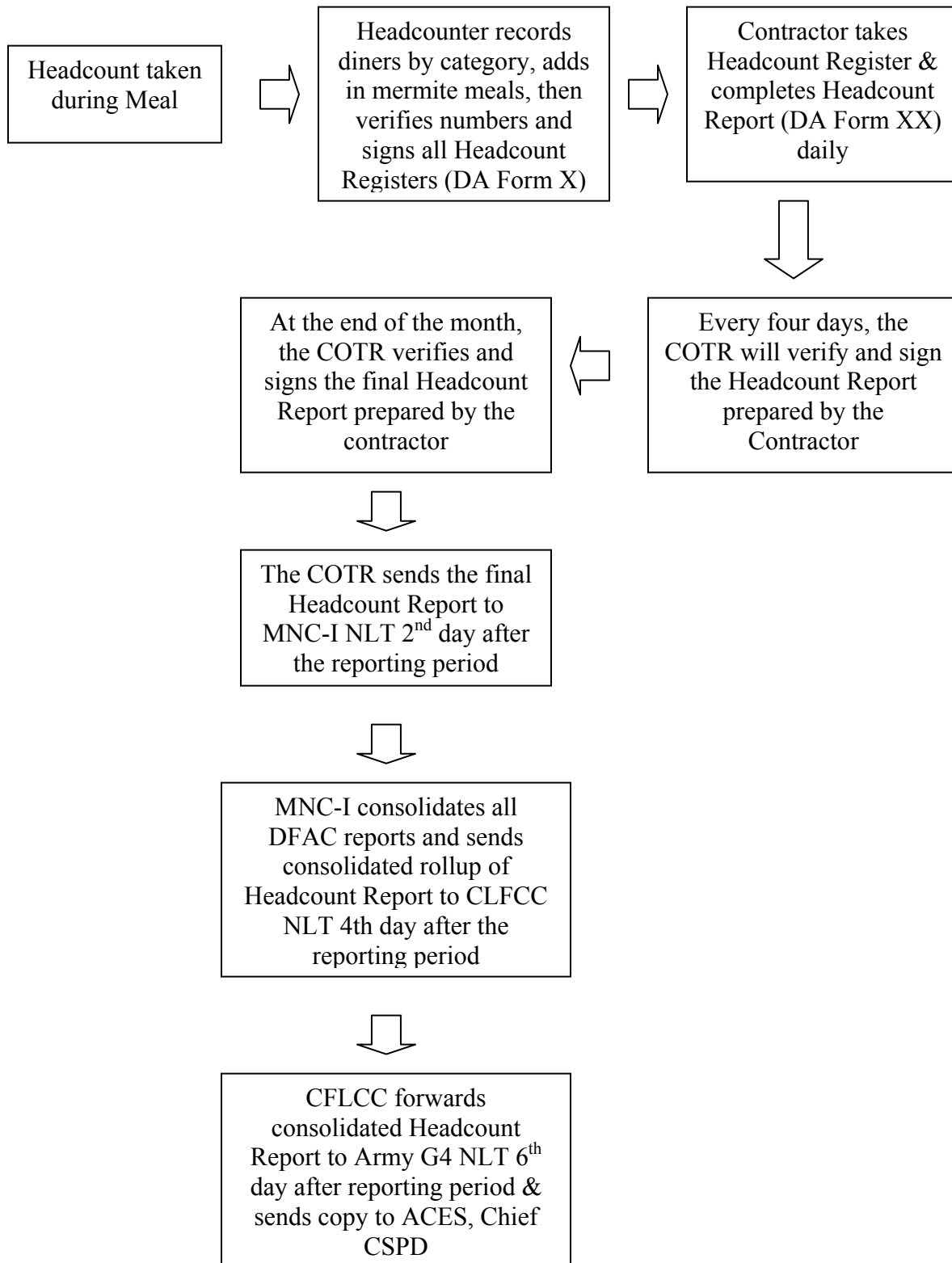
DSCP RESPONSIBILITIES

- Do initial receipt for all invoices that do not exceed \$500K for product delivered in Iraq.

CUSTOMER RESPONSIBILITIES

- Sign and annotate invoice upon receipt of product
- Confirm all trucks associated with specific delivery have been received.
- Review STORES receipt and make any necessary adjustments to the initial receipt completed by DSCP.
- If the dollar value of the order exceeds \$500K, order must be receipted by customer.

Enclosure 5 - Headcount Flow Process



Enclosure 6 - Dining Facility Headcount Register

DINING FACILITY HEADCOUNT REGISTER											
1. DINING FACILITY								2. DATE (YYYYMMDD)			
3. MEAL <input type="checkbox"/> BREAKFAST <input type="checkbox"/> LUNCH								<input type="checkbox"/> DINNER / MIDNIGHT MEAL			
DINER CATEGORY											
U.S. ARMED FORCES				COALITION FORCES		DOD/DA CIVILIANS		DOD/DA CONTRACTORS		AAFES	
TOTAL				TOTAL		TOTAL		TOTAL		TOTAL	
Remarks:						GRAND TOTAL OF MEALS CONSUMED THIS SHEET					
						I certify all the information and totals on this sheet are accurate.					
						HEADCOUNTS NAME RANK AND SIGNATURE					
						DINING FACILITY MANAGERS NAME AND SIGNATURE					

Enclosure 6 - Directions for Completing Headcount Register

DIRECTIONS FOR USE OF THE DAILY HEADCOUNT REGISTER

Note: Before issuing the sheet to the headcounters, the contractor will complete the following blocks: Dining Facility Name, Date, and X the appropriate meal being served.

The COTR or military manager will brief the Headcounter on their duties to ensure they understand how to complete the form and identify personnel.

U.S Armed Forces are combined (Army, Air Force, Navy and Marines). U.S. Armed Forces can be counted by using a clicker as an alternate method of counting. Once the meal is complete, enter the total number of diners at the bottom of the register in the first total block under U.S Armed Forces. If a clicker is not used, headcounter will place a tick mark in the top left hand block under the U.S. Armed Forces. He/she will continue placing tick marks as more service members enter. After the fourth tick mark he/she will line through the four ticks indicating the fifth diner has entered (++++). **Each completed block indicates five diners.** Blocks will be completed from the top and from left to right. Each column represents 100 diners once all ticks are completed for that column.

Coalition Forces are any non-U.S Force. When any Coalition Force enters the facility the headcounter will place a tick mark in the appropriate block in the same manner described above.

DOD / DA Civilians possess an ID card that indicates such. Tick marks will be used for them.

DOD / DA Contractors are any contractor working for the U.S. and their ID card indicates such. Tick marks will be used for them.

AAFES employees have ID cards which indicate who they work for. Tick marks will be used for them.

Once the meal is complete, all columns will be added by the headcounter and totals will be annotated in the appropriate block, and the headcounter will sign the register. If there are multiple sheets for a meal, all sheets will be stapled together once the headcounter has verified and signed all of them.

Remarks Block: If mermite meals are served, enter in the number of mermite meal served, the category they fall under and state that the numbers are included in the category total.

Also, annotate the number of TCN dining facility personnel eat the meal; this number will be included in the Contractor Category.

Enclosure 7 - Headcount Report

HEADCOUNT REPORT									
1. MONTH AND YEAR				2. DINING FACILITY					
LINE	CATEGORY a	MEAL	DATE (YYYYMMDD)	DATE (YYYYMMDD)	DATE (YYYYMMDD)	DATE (YYYYMMDD)	TOTAL OF COLUMNS b THRU e	TOTALS FROM LAST REPORT	CUMULATIVE TOTAL TO DATE
			HEADCOUNT b	HEADCOUNT c	HEADCOUNT d	HEADCOUNT e			
SECTION A									
1	U.S ARMED FORCES	BRK							
		LUN							
		DIN							
		MNM							
2	COALITION FORCES	BRK							
		LUN							
		DIN							
		MNM							
3	DOD CIVILIANS	BRK							
		LUN							
		DIN							
		MNM							
4	DOD/DA CONTRACTORS	BRK							
		LUN							
		DIN							
		MNM							
5	AAFES	BRK							
		LUN							
		DIN							
		MNM							
6	MEALS SOLD FOR CASH	BRK							
		LUN							
		DIN							
		MNM							
7	OTHER	BRK							
		LUN							
		DIN							
		MNM							
8	OTHER	BRK							
		LUN							
		DIN							
		MNM							
SECTION B									
9	TOTAL	BRK							
10	TOTAL	LUN							
11	TOTAL	DIN							
12	TOTAL	MNM							
3. REMARKS						TOTALS			
4. DATE (YYYYMMDD)			Name and signature of COTR				Name and signature of Dining Facility Manager		

Enclosure 7 - Directions for Completing Headcount Report

INSTRUCTIONS FOR COMPLETING THE HEADCOUNT REPORT

1. Month and Year Enter the month and year of the current accounting period.
2. Dining Facility Enter the area and dining facility name.

Heading, Date, Columns b, c, d, and e

Enter date for which headcount is being reported. The dates are applicable to lines 1 through 8. If two months are reported, (For example, one report will be prepared for the 30th of the month and a second report for the 1st and 2nd of the following month).

Section A, Lines 1, Columns b, c, d, and e

Enter the headcount of all persons served under the appropriate meal (breakfast, lunch, dinner, midnight meal).

Columns f, g, and h

Column f. Enter the total of columns b, c, d, and e.

Column g. Enter the total of column h from the last report if the report is from the same accounting period. For the first report of the accounting period, no data will be entered in this column.

Column h. Enter the total of columns f and g.

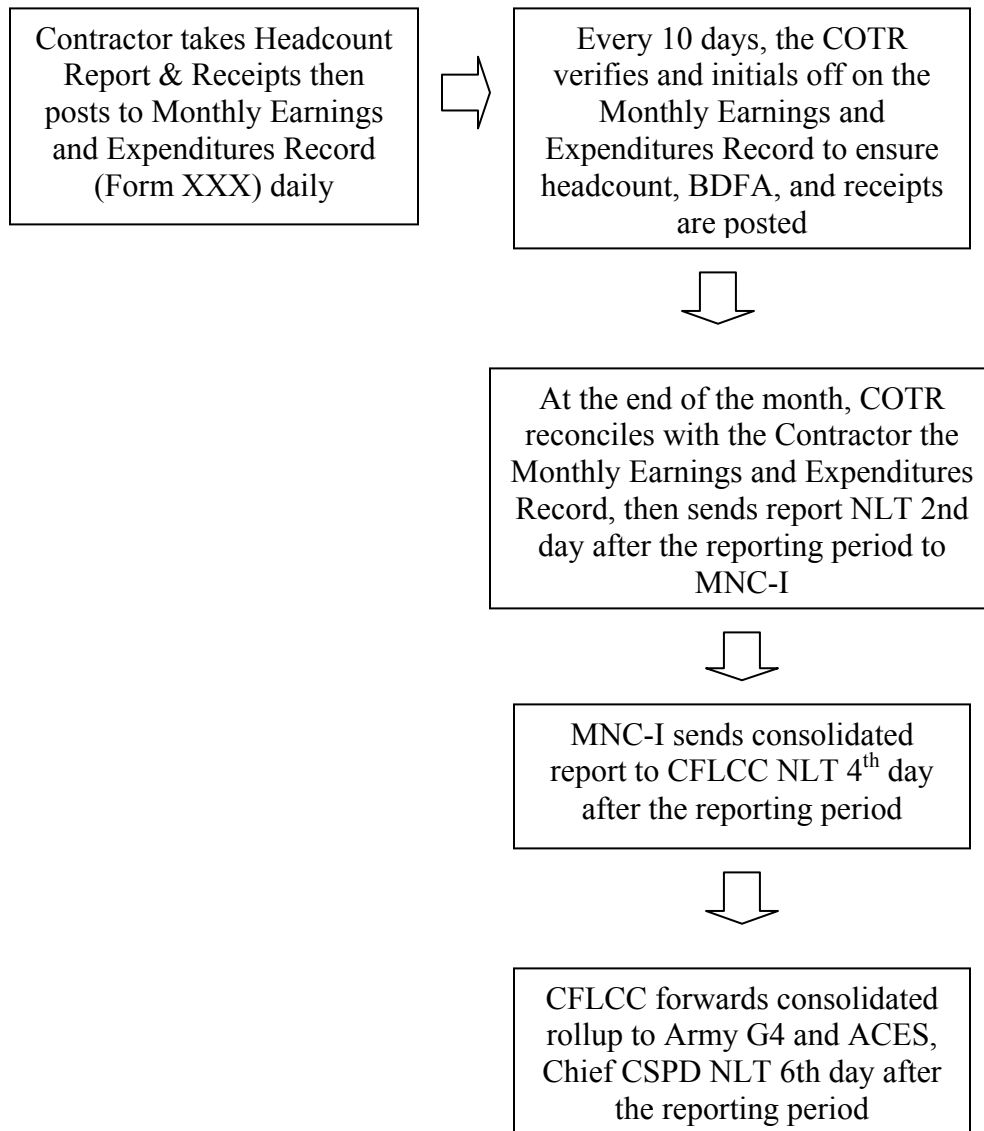
Section B, Lines 9, 10, 11, and 12

Enter the total of all the headcount reported in lines 1-8 for a specific date and by specific meal (breakfast, lunch, dinner, and midnight meal).

3. Remarks Enter any remarks applicable
4. Date Enter the date the form is signed.
5. Signature of the Dining Facility Manager. Type in the name and phone number of the Dining Facility Manager. The DFM will sign above their name.

Note: The COTR will initial the report every four days verifying that the headcount data is correct as recorded on the Headcount Registers.

Enclosure 8 - Monthly Earnings & Expenditures Record Flow Process



Enclosure 9 - Monthly Earnings and Expenditures Record

[illegible]

Enclosure 9 - Monthly Earnings and Expenditures Record (Cont.)

[illegible]

Enclosure 9 - Directions for Completing the Monthly Earnings and Expenditures Record (Cont.)

INSTRUCTIONS FOR COMPLETING MONTHLY EARNINGS AND EXPENDITURES RECORD

- 1. Unit:** Enter the name and area of the dining facility.
- 2. Accounting Period:** Enter the month and year of the accounting period.
- 3. BDFA:** Enter the dollar value of the Basic Daily Food Allowance for the current month.
- 4. BDFA Breakout:** Enter the BDFA conversion for each meal by multiplying the BDFA by the following percentages:

a. Breakfast	X20%
b. Lunch	X40%
c. Dinner	X40%
d. Midnight Meal	Same allowance as the Dinner Meal

If the total of the four meals does not exactly add up to the total BDFA, an adjustment will be made to the dinner or midnight meal.

5. DFAC Transactions:

- a. Date:** Enter the date of the transaction.
- b. Breakfast Headcount:** Enter the total headcount received for that meal.
- c. Lunch Headcount:** Enter the total headcount received for that meal.
- d. Dinner:** Enter the total headcount received for that meal.
- e. Midnight Meal:** Enter the total headcount received for that meal.
- f. Allowance Today:** Multiply the headcount, separately for each meal served that day, by the BDFA (meal value) that corresponds with that meal. Then add the totals of each meal computation and enter the grand total in this column.
- g. Cumulative Allowance:** Add the entry in column f to the previous entry in column g (on the line above). Enter the results in this column. If this is the first entry for the accounting period, enter the figure from col. f.
- h. Total Issues:** Enter the total dollar amount of subsistence supplies (perishable and semi-perishable) received (issued to) in your facility on that date. Transfers will be included in this amount.
- i. Cumulative Total:** Add entry in column h to previous entry in column i (on the line above). Enter the results in this column. If this is the first entry for the accounting period, enter the figure from column h.
- j. Earnings & Expenditures Status to Date:** Figure the difference between column g and column i. If column g is greater than column i, the account is under spent. Place a (-) in front of that number. If column i is greater than column g, the account is over spent. Place a (+) in front of that number.